**RFP 646435 - Additional Questions and Answers Received from Monday, September 20 through Friday, September 24, 2004**

**Question:** Section C, page 5 of the RFP – “Interface with SunGard SCT Banner products, and support multiple database instances.” Please explain what is meant by multiple instances. Do you mean you wish the imaging system to support multiple object stores, integrate with multiple target systems (who operate against various databases), or something else?

**Answer:** The Graduate School is interested in a solution that connects to multiple Oracle database instances simultaneously. The solution will also need to run multiple instances (or installations) to support development, pre-production, and production environments.

**Question:** Section C, page 5 of the RFP – “Indexing should allow for documents to be converted into a bulk field.” Please clarify.

**Answer:** The first sentence in this bullet adds minimum value to the preferences; please refer to the previously listed bulleted item for a more comprehensive description of the sentence. This statement reads as follows: “Capability to OCR scan each document. The system should be capable of allowing indexes to be built from the OCR data.”

**Question:** Section C, page 5 of the RFP – “Ability to push OCR data into our database system of record, SunGard SCT Banner, when the data originates in paper form” Is the University interested in forms processing technology to reduce data entry efforts?

**Answer:** Yes, the Graduate School is interested in forms processing technology to minimize data entry for standardized forms. This preference is closely associated with the accuracy of the processing.

**Question:** Section C, page 5 of the RFP – “Ability to track applicant scanned information and related comments. Therefore Virginia Tech needs the ability to consider each entry in the comment log as an object and the ability to control user access at individual object or classes of objects level.” Please provide a business example for this requirement. Also, additional clarification would assist us in providing an accurate response.

**Answer:** The Graduate School needs the capability to set access controls for each type of document and each object (or class of objects) that may be attached to that document. For example, if an employee of the International Graduate Student Services office enters a comment or attaches an email to a record, that information may have access limits set as to who may read or edit that information. In addition to the access control, the Graduate School would like the ability to audit the actions performed on each record and associated object. These actions may include but are not limited to the action performed, who performed it, and when it was performed.
**Question:** Section 10, page 9 of the RFP – “Describe the capacity to update the system at the database level, for seamless updates of applicant or student information from centralized campus systems.” Please provide a business example for this requirement. Also, additional clarification would assist us in providing an accurate response.

**Answer:** There should be some mechanism to "link" the data associated with an image to the corresponding applicant or student record in Virginia Tech's centralized system. The Graduate School would like the capability to perform seamless updates between databases from the vendor's system to Virginia Tech’s centralized system and visa versa.

**Question:** Section 12, item c, page 9 of the RFP – “Detail hardware and software requirements for a test system.” By test system, do you mean pilot or staging environment?

**Answer:** In this instance the Graduate School is using pilot or staging environment interchangeability to refer to a testing environment.

**Question:** Section 5, number 16 of the RFP – “Provide all pricing that will apply over the period of the contract.” Please clarify the number of concurrent users that will need access to the system.

**Answer:** The Graduate School envisions a small core of system administrators, a slightly larger group of application administrators, and the bulk of the users as client workstations. See p. 3 III.A. We anticipate the bulk of the client workstations will scan and batch images. Although the majority of system administration will be handled centrally, the proposal should include the optimum configuration of client workflow and application administration.

Virginia Tech may wish to later scale the procured system beyond the Graduate School application. We would like pricing which ranges from this application to a potential enterprise wide application.